



POSITION DESCRIPTION

Job Title: Branch Manager – Lewis Gale Branch - Roanoke, VA
Reports To: Chief Retail Banking Officer and/or Community Banking Leader
FLSA Status: Exempt

Position Summary: Provides leadership in all areas by setting an example for the branch staff to follow. Personifies good customer relations and effective selling and cross-selling in contacts with customers. Exemplifies through actions and attitude the expectations for all staff members.

Manages the branch by performing the following duties personally or through subordinate supervisors. Other duties may be assigned.

- *At Skyline National Bank, our core values are Smart, Kind, Young-at-heart, Local, Inspired, Nonconforming and Energetic. We look for ways to be “always our best.” As a member of our team, you do important work. You craft an experience, aim for the sky, set a high standard and look for ways to set your bar ever higher.*
- Supervises staff members in their daily performance of assigned tasks, which impacts decisions on personnel regarding employment, performance ratings, promotions, salary, transfers, and termination.
- Assigns schedule to branch personnel.
- Ensures branch goal achievement (i.e. loan and deposit growth, budget, credit quality, risk management, employee retention). This includes, but is not limited to, cross-selling products/services to expand customer relationships and promoting the bank through community involvement and pursue additional bank business through referrals and networking.
- Assists each staff member in setting goals, clearly explaining what is expected of each individual and effectively coaching each staff member to achieve success.
- Directs the training and retraining of branch staff members. This includes operations and product knowledge, as well as customer relations and development and sales.
- Provides guidance to personnel to ensure prompt and accurate customer service.
- Processes loan applications (within lending authority) and paperwork, extending credit to qualified individuals through various installment and real estate products. Assists in collections of delinquent loans.
- Represents the bank within the community by joining organizations; establish contacts with local organizations and businesses and pursue additional bank business through referrals and networking.

- Resolves customer problems and complaints with courtesy and discretion. Explains policies and procedures as necessary.
- Conducts regular meetings with staff to discuss sales and campaigns, products and services, policies, procedures, and regulations.
- Opens new deposit accounts and understands the products and services offered by the bank. This includes understanding and explaining features and benefits, rules and regulations, pricing, and a simple definition of each service. Also handles other services such as stop payments, wire transfers, and other maintenance functions within assigned limits. (CSR duties as needed)
- Oversees the flow of cash and financial instruments in accordance with bank policies and procedures.
- Assesses risk of all financial transactions executed by branch personnel.
- Ensure satisfactory (or better) branch audit results.
- Models and manages the expectation of regular, timely and reliable attendance among all branch staff.
- Responsible for knowledge of and compliance with all applicable laws, regulations, and bank policies and procedures that pertain to this position, including but not limited to the Bank Secrecy Act. In addition, participation is required in any training necessary to achieve a thorough understanding of how these laws relate to the responsibilities of the position.
- Completes assigned training and complies with all cyber and information security policies and procedures.
- Regular and reliable attendance is needed to perform the essential functions of this job.

Interested candidates can apply by emailing a resume to the Human Resources Department at hr@skylinenationalbank.com.

Skyline National Bank is an EOE, AA and E-Verify Employer.